

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: DEC. 31, 2020 Case Number: 21-77

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: PET Allies Robert Evans
Premise Name: PET Allies
Premise Address: 4050 S. White Mountain Rd
City: Show Low State: AZ Zip Code: 85901
Telephone: 928-532-1602

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Ronald Bloss
Address: [REDACTED] Zip Code: [REDACTED]
City: [REDACTED] State: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED] same wife

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE A REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: DOZER BLOSS
Breed/Species: rottweiler
Age: DOB 8-25-2019 Sex: MALE Color: Black & Brown

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____ Color: _____
Age: _____ Sex: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.
Robert Evans is VET name on my paper work
PET Allies 4050 S-White Mountain Rd
Shaw Low AZ 85901 928-532-1602

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

WIFE JAMIE BLOSS same address
phone [REDACTED]

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete investigation of this case.

Signature: _____

Date: 12-29-2020

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

*ATTACHED
printed Document*

complaint on pet allies show low az 85901 vets name ROBERT EVANS

1 message

mack dozer [REDACTED]
To: tracy.riendeau@vetboard.az.gov

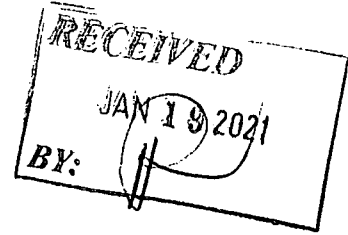
Fri, Dec 25, 2020 at 8:37 PM

I RONALD BLOSS ADDRESS [REDACTED] : ..PHONE [REDACTED] .. MY COMPLAINT IS PET

ALLIES @ 4050 S WHITE MOUNTAIN RD SHOW LOW AZ ..85901 928-532 -1602 .WHAT THEY DID WAS NEUTERED MY 2 ROTTWEILERS as i agreed to and paid for which was cheap only \$50 each , my regular vet was 220 each dog ...The issues is they gave tattoo markings to both of my dogs without disclosing verbally or written authorization..THEY DID NOT get my permission to do so and 1 of my dogs DOZER got a serious infection and from august 5 till now still dealing with it ..when i 1st noticed it i told them and took him in to be seen and they said he been licking i say no him and his brother have cones on their heads 24 hours a day ..which threw this process have spent \$25 x 10 cones ..BUT anyway they prescribed betagen topical spray ..used for a week and infection got worse i called them and asked if they could give him a antibiotics cause it looks worse and i could bring him in ..THEY said doctor ROBERT EVANS SAID NO he not going to prescribe any antibiotics ...i said even if i bring him in ..they said not going to give him antibiotics ..so at that time i seeked another vet. We took him to ALTA SIERRA VET HOSPITAL 100 s clark rd show low az 85902.THEY put him meds immediately .name antibiotics ,cephalexin . SO FROM AUG 5TH 2020 -TILL DEC 18 2020 WHEN HE HAD SURGERY BY ALTA SIERRA ,I AND MY WIFE JAMIE ,have been threw so so much mental stress and financial stress with our dog because of this tattoo they did without authorization and have cause much stress and inconvenience to the extreme . Also the financial part has been overwhelming , We have all receipts \$887.87 is the amount with the recent surgery to remove tattoo and his recovery is amazing so far ..his skin is recovering back to normal color his bellys normal color is light black and when he had infection from tattoo ,it turn white as a ghost his whole belly..serious skin infection.I and my wife both of us ,lost our jobs , because of covid 19 virus last april 2020 .so it's been ruff .ON 12/18/2020 I received a phone call from a lady from pet allies and shame on me i forgot her name can't remember her name for nothing ..She said even though i was told not to talk to you , as you was told when you called a few days ago that our lawyer pet allies lawyer OR robert evans lawyer, would be in touch with you RON BLOSS which is I .She said I still decided to call you and see what this is all about . SO i explained everything to her and asked her to reimburse us the cost of hopefully fixing our dog and saving his life SHE SAID NO I CAN NOT REIMBURSE YOU ANYTHING .and then she said i'm gonna let you go,and that was end of conversation .Once again we was not told VERBALLY or any WRITTEN documents to sign about tattooing our dog .which if we was aware we could of DECIDED YES OR NO on tattoo .and whatever outcome would be at our own risk. TO BE 100% HONEST with you if i WOULD OF KNOWN IN ADVANCE that they was gonna tattoo my dogs ,i would of NOT ALLOWED PET ALLIES - ROBERT EVANS TO NEUTER MY DOG DOZER BLOSS or his brother mack blossom and would of spent the extra \$ and took them to my normal vet .WHICH our normal vet couldn't understand why PET ALLIES tattooed my dogs @ ALL let alone they are males ..he say ok i can understand females but males why ? and ALTA SIERRA ALSO SAID THEY SHOULD OF LET ME KNOW ABOUT THE SURGERY DETAILS SUCH AS TATTOOs being done on dogs .So i don't know what the next step is but this complaint hopefully will help protect other pet owners from this nightmare at PET ALLIES - ROBERT EVANS . MY NAME IS RONALD BLOSS AND I MADE THIS STATEMENT .thank you god bless

21-77

12 Jan 2021



To Whom It May Concern:

August 5th, 2020, Mr. Bloss presented two approx. 1 year old Rottweillers to the Pet Allies Spay/ Neuter clinic for castration. I neutered both dogs in the routine procedure. Mr. Bloss declined to obtain E. collars at the time of discharge. He was advised to prevent licking and either obtain E. collars or place T-shirts on the dogs to prevent licking. That was the extent of my contact and involvement with Mr. Bloss until 8/18/2020 when I received a phone call from a technician at Pet Allies asking if we could refill an antibiotic prescription for Mr. Bloss' dog "Mack". On inquiring why he felt he needed more antibiotics, we were informed that the dog had had diarrhea for 1 week. Suspecting the dog was having a reaction to the antibiotic he had been given by Dr. Anderson. I declined the refill and advised the technician to advise Mr. Bloss to try giving cottage cheese and a bland diet in small meals frequently to stop the diarrhea and to contact us if the diarrhea continued. I had no further contact with Mr. Bloss and no further contact from the Pet Allies staff regarding this situation.

Respectfully,

A handwritten signature in cursive script that reads "Robert Evans".

Dr. Robert Evans

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1-PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: PM Investigative Committee: Adam Almaraz - Chair
Amrit Rai, DVM
Robert Kritsberg, DVM

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Beth Campbell, Assistant Attorney General

RE: Case: 21-77

Complainant(s): Ronald Bloss

Respondent(s): Robert Evans, DVM (License: 1335)

SUMMARY:

Complaint Received at Board Office: 12/31/20
Committee Discussion: 6/8/21
Board IIR: 7/21/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised
September 2013 (Yellow)

On August 5, 2020, "Dozer," an 11-month-old male Rottweiler was presented to Respondent for a neuter procedure. The procedure was performed and the dog was discharged later that day.

Complainant kept in contact with Respondent's premises regarding the healing of the dog's incision and sent photos. Staff reminded Complainant to place an Elizabethan collar on the dog to keep from licking the incision.

On August 12, 2020, Complainant sent pictures of a lesion near the incision site that appeared irritated. Complainant was advised that was the tattoo score line which appeared the dog had been licking.

Complainant expressed concerns that he was not made aware of, or authorized, the dog to be tattooed.

On December 10, 2020, the dog was presented to Alta Sierra Vet Hospital to have the tattoo removed at Complainant's request due to continued issues.

Complainant was noticed and did not appear.

Respondent was noticed and appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Ronald Bloss*
- Respondent(s) narrative/medical record: *Robert Evans, DVM*
- Consulting Veterinarian(s) narrative/medical records: *Alta Sierra Vet Hospital*

PROPOSED 'FINDINGS of FACT':

1. On August 5, 2020, Complainant presented the dog to Respondent, along with his other dog "Mack", to be neutered. Complainant completed the paperwork and signed authorization for the neuter procedure. Respondent examined the dog; the dog was pre-medicated with butorphanol, acepromazine, and atropine, induced with telazol, and intubated and maintained on isoflurane and oxygen. The medical records indicate the dog was monitored under anesthesia, a routine neuter was performed, the dog's nails were trimmed, and the dog recovered.

2. Later that day, the dog was discharged to Complainant. According to Respondent and staff, Complainant had declined to obtain an Elizabethan collar and was advised to either place a t-shirt on the dog, or place an Elizabethan collar, to prevent licking.

3. On August 6, 2020, Complainant sent a picture of the dog's incision site, said the dog were doing ok, and was told the dog's incision site looked fine, normal.

4. On August 7, 2020, Complainant's dogs were prescribed Cephalexin 500mg, 2 capsules twice a day orally for 7 days by Dr. Anderson (?).

5. On August 11, 2020, Complainant sent a picture of the dog's incision site. No comments were made.

6. On August 12, 2020, Complainant sent a picture of a lesion near the dog's incision that appeared irritated. Whoever responded to Complainant advised that was the score incision for the dog's tattoo – it appeared the dog had been licking. Complainant was instructed to keep an Elizabethan collar on and a topical antibiotic spray would be dispensed. Complainant questioned the tattoo; he was advised that all of the animals who are altered have tattoo ink so if the pet gets out and found, it is known the animal is altered. Respondent's associate, Dr. Anderson, dispensed Betagen spray to apply to the lesion – unclear of the concentration, amount, and frequency.

7. Complainant submitted a picture of the dogs wearing an Elizabethan collar and stated that the dogs were wearing the Elizabethan collars and would continue to 24 hours a day.

8. On August 18, 2020, Complainant submitted before treatment and after treatment pictures of the tattoo score line lesion; the lesion appeared worse. According to Respondent, he received a call from a technical staff member asking if they could refill an antibiotic for

Complainant's dog "Mack." According to staff, Complainant advised that he needed more antibiotics; the dog had been passing diarrhea for one week. Respondent suspected the dog was having a reaction to the antibiotics that were prescribed by his associate, Dr. Anderson. Respondent declined the refill and recommended giving the dog cottage cheese and a bland diet in small meals frequently to stop the diarrhea. If the diarrhea continued, Complainant should call back. Respondent stated this was the last contact that was had by Complainant.

9. Respondent submitted discharge instructions with his response to the complaint that states – "Your pet's incision was stained with a black tattoo dye for permanence." Unclear if he was indicating this information was given to Complainant at discharge.

10. According to Complainant, he was not advised that his dogs would be tattooed nor did the authorization form state a tattoo would be performed on the dogs at the time of the procedure. There is no indication on the medical record that the dog was tattooed.

11. Respondent submitted several statements from staff that Complainant declined Elizabethan collars, pre-surgical blood work, and post-op pain medication. There are no statements that Complainant authorized, or was aware, that the dogs would be tattooed at the time of the neuter procedure.

12. On October 12, 2020, the dog was presented to Alta Sierra Vet Hospital for a possible infection due to a tattoo application after a neuter procedure. There was a scar that was hyper-pigmented in the area of the tattoo ink consistent with chronic inflammation. The dog was placed on antibiotics and rechecked two weeks later.

13. On November 23, 2020, the dog was rechecked at Alta Sierra Vet Hospital – Complainant felt the reaction was returning. He reported the dog had improved while on antibiotics. On exam, the dog had red lesions in the area of the tattoo ink (left inguinal area) as well as in the right inguinal area. The dog was treated for possible allergic reaction and infection with antibiotics and prednisone. Surgical was discussed to remove the skin and tattoo ink.

14. On December 8, 2020, the dog was rechecked at Alta Sierra Vet Hospital. The dog's skin looked good and there did not appear to be any active inflammation or infection at that time. Complainant requested that surgery be scheduled to remove the tattoo ink and scar as he believed it was the underlying cause for the recurrent lesions.

15. On December 10, 2020, the dog underwent surgery at Alta Sierra Vet Hospital to remove the tattoo and hyper-pigmented skin from the left inguinal area. The tissue was placed in formalin and Complainant chose to take it home.

COMMITTEE DISCUSSION:

The Committee discussed that after reviewing all the case file materials, the dog's irritation and inflammation was on both sides of the inguinal area not just the side where the tattoo was made. The Committee did not believe the inflammation was a result of the tattoo but due to Complainant's non-compliance.

The Committee equated the inflammation to a suture reaction, if the tattoo did cause inflammation. However, the premises may want to consider adding information that animals will be tattooed to their surgical authorization form even though the public is made aware of the procedure with a posted sign in the premises. It is common for pets to be tattooed at the time of a spay or neuter procedure.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 3 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division